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ABSTRACT

Rio Salado Community College offers a variety of alternative delivery courses utilizing different forms of instructional technology (e.g., broadcast and cable television, radio, audio and video cassettes, and computer-managed instruction) for both credit and non-credit instruction. This manual provides information for student operators of a hotline created to facilitate communication between students taking alternative delivery courses and college personnel. After introductory material the manual provides explanations of the use of log cards on which relevant information from student calls is recorded; the operation of student and instructor message files; the use of the telephone-answering service which records student calls when the hotline office is closed; and the procedure for the disposition of hotline log cards. Next, instructions are provided for dealing with student problems involving assignments, address changes, on-site and mail-in examinations, grade changes, book information, broadcast difficulties, complaints, instructor messages, and student withdrawals. The manual concludes with a number of sample questions and problems received by the student hotline and refers the reader to the appropriate page of the manual for aid in resolving them. (HB)

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RIO SALADO COMMUNITY COLLEGE

INSTRUCTIONAL TECHNOLOGY AND DESIGN

STUDENT HOTLINE PROCEDURAL MANUAL

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INSTRUCTIONAL TECHNOLOGY AND DESIGN

STUDENT HOTLINE PROCEDURAL MANUAL

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RIO SALADO COMMUNITY COLLEGE
DESCRIPTION OF ALTERNATIVE DELIVERY SYSTEMS

Rio Salado Community College is a non-campus college which services the 9,226 square miles of Maricopa County in Arizona. A portion of the college's mission is to utilize instructional technology for both credit and non-credit instruction. At the present time, the following technologies are being used by Rio Salado Community College: broadcast television, cable television, broadcast radio, audio cassettes, video cassettes, computer-managed instruction, and correspondence.

In addition to the above technologies, Rio Salado Community College will be implementing a county-wide dial-up audio teleconferencing system with slow-scan video capabilities during the 1982-83 academic year.

I. INTRODUCTION

The Student Hotline is an integral part of the implementation of alternative delivery courses. It is our major form of personal contact with the student and, thus, it is imperative that the person responsible for the Student Hotline be completely knowledgeable about all elements of course implementation.

It is for this reason that this procedural manual was written. In this manual you will, hopefully, be able to find all of the information necessary to adequately perform the job of Student Hotline Operator. Always remember that, while a contented student is the rule, a frustrated student is a sign of failure on our part and a dangerous enemy to have at large. Proper handling of the Student Hotline can greatly minimize the number of frustrated students we will encounter each semester.

II. EXPLANATION OF THE STUDENT HOTLINE LOG CARD

The Student Hotline Log Card, seen below, was designed for the purpose of better serving our alternative delivery students. If properly completed, it can make course implementation a simple and efficient process. If improperly completed, it can make a great deal of extra work for everyone involved.

STUDENT HOTLINE LOG

INSTRUCTOR _____ COURSE _____

DATE _____ TIME _____ LOGGED BY _____

STUDENT'S QUESTION _____

_____

_____

_____

PHONE NUMBER(S) _____

TIMES STUDENT CAN BE CONTACTED BY PHONE _____

_____

INSTRUCTOR'S ACTION _____

_____

_____

A Hotline Log Card, such as the one on the previous page, should be completed on every call received by the Student Hotline. The information which must be obtained in order to complete the Hotline Log Card is as follows:

1. Instructor: Not every call will need to be relayed to an instructor. When it is necessary, however, the instructor's complete name should be recorded so that messages are delivered to the proper instructor.

2. Course: The course prefix and number, such as EN 101 or GL 103, should be recorded in the space provided. The course names (i.e., English, Math) should not be used because there may be a semester when more than one course in a given subject area will be offered. If there is more than one section of a course, the correct section number should also be entered in this space.

3. Date: The date the call is received by the Student Hotline should be correctly recorded.

4. Time: The time the call is received by the Student Hotline should be correctly recorded.

5. Logged By: The Hotline Operator taking the student message should always initial every Hotline Log Card he/she completes.

6. Student's Name: Since there are many students enrolled in alternative delivery courses every semester, it is imperative that the correct name be recorded on the Hotline Log Card. The student calling should be asked to spell his/her name and the spelling should be repeated by the operator taking the call. If the name is a common one, the student's social security number should also be recorded.

7. Student's Question: The space labeled "Student's Question" is designed for the Hotline Operator to record the reason for the student's phone call. BE SPECIFIC. Whenever possible, the exact assignment, test, date, or time, in question should be entered. This will enable the instructor to more accurately handle the student's call.

8. Phone Number: The student's home phone number is no good to the instructor if the student is at work. Therefore, the phone number recorded on the Hotline Log Card must be the phone number where the student can be reached during the requested contact time.

   THE STUDENT'S PHONE NUMBER SHOULD ALWAYS BE RECORDED, EVEN WHEN NO CALL BACK SEEMS NECESSARY.

9. Times Student Can Be Contacted By Phone: Although it is sometimes impossible, an effort is made to have instructors contact the student at the student's convenience. If the student can leave a specific time when he/she will be available, that information should be entered on the Hotline Log Card. Likewise, if there is a specific time when the student will not be available at the given phone number, this information should also be entered on the Hotline Log Card.

10. Instructor's Action: The first thing written in the space labeled "Instructor's Action" should be "Message Delivered," the date and the initials of the Hotline Operator, indicating that the instructor has received the student's message. Once the instructor has returned the student's call, the instructor should notify Course Operations of any action he/she has taken. This information will then be entered in the proper space on the Hotline Log Card.

III. EXPLANATION OF THE STUDENT HOTLINE FILE

The Student Hotline File consists of two file drawers. The drawer labeled "Instructor" is divided into two sections: (1) messages to be delivered to the instructor, and (2) Hotline Log Cards waiting for instructor action (see Item 10 in Section II of this manual). The second file drawer in the Student Hotline

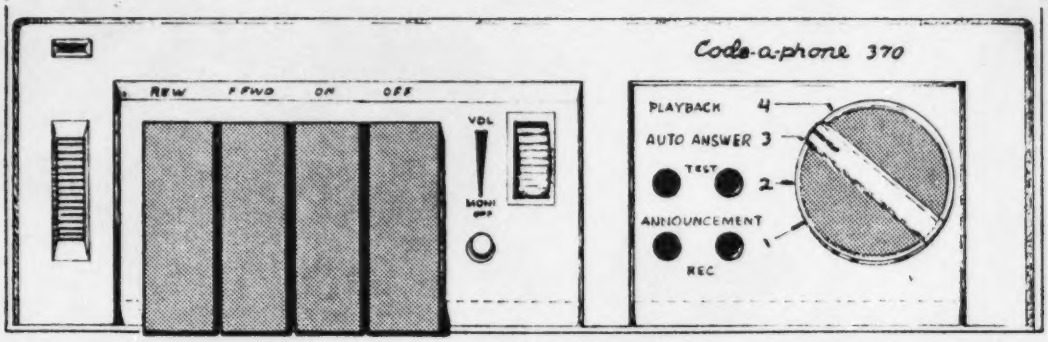
File is labeled "Students" and contains all Hotline Log Cards on which no further action need be taken.

At the end of each work day, all Hotline Log Cards completed that day are to be filed in the Student Hotline File. The Clerk-Typist, or another staff member delegated by the Course Operations Office Manager, will be responsible for all filing in the Student Hotline File. (See Section V of this manual for exact details regarding the disposition of Hotline Log Cards.)

IV. THE CODE-O-PHONE

In order to better serve students, Course Operations utilizes a Code-O-Phone telephone answering device during the evenings and on week-ends or holidays when the office is not open.

Upon arriving each morning, the Hotline Operator should put an audio marker on the message tape by phoning the Hotline number, 256-2991, and giving the message "Marker" and the correct day's date. Once this has been done, the Code-O-Phone should be switched to the "Off" position and the selector dial turned to the "Playback" position. (See the diagram on following page.) The message tape may then be rewound and the messages entered on the Hotline Log Cards. The volume monitor is completely turned off when the message tape is in operation. Therefore, the Hotline Operator must turn it on before he/she will be able to hear the messages on the tape. When the tape reaches the audio marker, it should be rewound. the selector dial turned to "Automatic Answer" and the volume monitor turned off. The machine will then be ready for the next day's messages. THE MESSAGE TAPE MUST BE REWOUND AFTER THE MESSAGES ARE TAKEN OFF THE CODE-O-PHONE.



CONTROL PANEL FOR THE CODE-O-PHONE

V. GENERAL PROCEDURE FOR THE DISPOSITION OF HOTLINE LOG CARDS

As has been previously mentioned, not all questions received by the Student Hotline will be forwarded to the course instructor. Those questions which can be handled by the Course Operations Staff should be handled immediately.

Messages which must be forwarded to an instructor should be taken care of as soon as possible. As a rule, each instructor is requested to set a specific time each day when he/she can phone to pick up messages. Some instructors, however, prefer that messages be delivered by a member of the Course Operations staff phoning them. Specific times when instructors can be reached are determined at the beginning of each semester. Regardless of the manner in which the instructor receives his/her messages, messages should be delivered on a daily basis with each message being delivered as soon as possible after it is received by the Student Hotline.

It is a common courtesy, and one appreciated by students, to tell a student when his/her message will be delivered to the instructor. This enables the student to estimate when he/she can expect to receive an answer to his/her question.

VI. GENERAL INFORMATION REGARDING TELECOURSE IMPLEMENTATION PROCEDURES OF ALTERNATIVE DELIVERY COURSES

A. Address Problems:

Course Operations keeps a Student File which contains address information on each student enrolled in alternative delivery courses. Occasionally, calls are received from students who are simply not getting their mail. This situation may arise for a number of reasons: (1) an incorrect address may be recorded in the Student File; (2) the address in the Student File may be incomplete; (3) there may be no address available; (4) the student may not have his/her name on the mailbox; or (5) there may be a problem with the student's mail route.

When a student calls to complain that he/she is not receiving mail from our office, the Hotline operator should first check the Student File to make sure there is a listing for the student. The operator should make sure that the listing is complete and that the address is correct. If the address is correct the Hotline operator should determine if the student is living in a private home or in an apartment. Students living in apartments must have their names clearly written on the mailbox to insure mail delivery.

If there is no listing for the student in the Student File, the student's social security number should be written on the Hotline Log Card and the log card should be immediately forwarded to a staff member for follow-up.

If all of the above possibilities have been checked and a reason cannot be found for the student's mailing problem, the operator should suggest that the student call the Postal Inspector to determine if there is a mailing difficulty at the Post Office.

If a change-of-address does need to be made in the Student File, a change-of-address form should be completed, following the guidelines in Item D of Section VI of this manual.

When address problems arise THE HOTLINE OPERATOR SHOULD ALWAYS BE SURE TO NOTE ON THE HOTLINE LOG CARD WHAT ITEMS OF MAIL THE STUDENT HAS NOT RECEIVED. This will insure that the correct material is remailed to the student as soon as possible.

B. ASSIGNMENTS/MAIL-IN:

1. Content: If a student has questions regarding the content of an assignment or how a given assignment should be done, he/she should be referred directly to the assignment explanation in the study guide or to the cover sheet which accompanied the assignment from Course Operations. If the student still has questions, he/she should speak directly to the course instructor. THE HOTLINE OPERATOR SHOULD NEVER ATTEMPT TO INTERPRET DIRECTIONS FOR AN INSTRUCTOR.

2. Due Dates: All assignment due dates should be listed in the course broadcast schedule. Any revisions of those due dates will appear in newsletters or special notices from Course Operations. Unless stated, the due dates are postmark dates; that is, the assignment must be postmarked no later than the given due date. Students requesting extensions on due dates should speak directly to the course instructor. EXTENSIONS SHOULD NOT BE GRANTED BY THE HOTLINE OPERATOR.

3. Grades: If a student has a question regarding his/her grade on an assignment, he/she must speak directly to the course instructor. No grades are to be given over the phone.

4. Late Assignments: Course Operations has no set policy on late assignments. Instead, this decision is left entirely to the discretion of the instructor. Specific policies regarding late assignments can be found in the course orientation letters.

5. Mailing Regulations:

   a. Course Operations does not accept any mail with postage due. If a student is concerned about the amount of postage to use for a given assignment, he/she should have the assignment, complete with the envelope, weighed at the post office. If a student's assignment is returned to him/her for insufficient postage, the student should remail the assignment WITH THE ORIGINAL ENVELOPE INCLUDED as quickly as possible. The postmark date on the original envelope will then be used as the date the assignment was mailed.

   b. Students should properly address assignments. Occasionally, assignments are returned to students by the post office because the assignments have been improperly addressed. When this occurs, the student should resubmit the assignment WITH THE ORIGINAL ENVELOPE INCLUDED. The postmark date on the original envelope will be used as the date the assignment was mailed.

   c. Students who are employees of the district may use the intercampus mail for submitting assignments. They should be aware, however, that the date the assignment is received in Course Operations will be used as the postmark date since it

is impossible to determine when the assignment was mailed.

d. Students may hand deliver their assignments to Course Operations during regular office hours. They should be told, however, that the date the assignment is received will be used as the postmark date. They should also be told not to leave their assignments with Student Services, the Mail Room or any other Rio Salado Community College office.

6. On-Air Explanation of Assignments: No assignments, assignment due dates, or explanations of assignments will be given over the air during a broadcast. All assignments and explanations of those assignments are made in writing and will either be found in the course study guide or come directly from Course Operations.

7. Received Assignments: When a student's assignment is received, it is opened, stamped with the correct postmark date and logged as received in the Assignment Log Book. If a student should call, wishing to confirm that his/her assignment has been received, the operator should simply look up the student's name in the log book. It is very important that the correct course, section number and the correct student's name are consulted. Phone confirmation of a received assignment is binding upon Course Operations.

8. Returned Assignments: Once a student's assignment has been received and entered in the Assignment Log Book, it is forwarded to the course instructor. Such transfers of assignments are listed in the Assignment Transfer Book. Once the instructor has graded and recorded the assignment, he/she will return the assignment to us for forwarding to the student. All assignments should be returned to students within two days after they are received from the instructor.

If a student should call to find out when he/she can expect to receive a graded assignment from the instructor, the Hotline operator should first check the Assignment Log Book to determine if the student's assignment has, indeed, been received. If it has been received, the Assignment Transfer Book should be consulted to determine when that assignment was sent to the instructor and if the instructor has sent it back. If the graded assignment has been received from the instructor, the student can expect to receive the assignment within three to four days after the arrival date listed in the Assignment Transfer Book. If the assignment has **not** been returned by the instructor, the student may check with the instructor to determine when he/she can expect to receive the assignment back. **A STUDENT SHOULD NOT BE PROMISED THAT HE/SHE WILL RECEIVE A GRADED ASSIGNMENT BY A CERTAIN DATE.**

C. BROADCAST DIFFICULTIES:

If a student phones to report that a specific broadcast did not air as scheduled or that a broadcast was interrupted for any reason, the exact information should be recorded on a Hotline Log Card. The student should be told that a follow-up inquiry will be made, and his/her call returned as soon as possible. Once the Hotline Log Card has been completed, it should be forwarded to a staff member who will check with the appropriate radio station or television station to determine if an error has been made. The staff member will then return the student's call or may ask the Hotline operator to do so.

D. CHANGES OF ADDRESS:

When a student calls to give a change of address, the Hotline operator should fill out a change-of-address form, such as the one pictured on the following page, in addition

to a Hotline Log Card. The change-of-address form should be forwarded to a staff member who will make the necessary changes in the Student File. THE CHANGE-OF-ADDRESS SHOULD NOT BE MADE DIRECTLY ON THE STUDENT FILE.

COURSE OPERATIONS
CHANGE-OF-ADDRESS FORM

STUDENT'S NAME: _____
(Last) (First) (MI)

SOCIAL SECURITY NUMBER: _____

FORMER ADDRESS: _____
(Street) (City) (Zip)

NEW ADDRESS: _____
(Street) (City) (Zip)

FORMER PHONE NUMBER: _____ NEW PHONE NUMBER: _____

COURSE: _____ _____ _____ _____ _____

DATE: _____ SIGNATURE: _____

E. CHANGES OF GRADES:

Occasionally, students will call seeking a grade change in a class they have previously taken via an alternative delivery system. When this occurs, a Hotline Log Card should be completed and forwarded it to a staff member who will follow up the student's request with the correct course insturctor. A STUDENT SHOULD NEVER BE PROMISED THAT A GRADE WILL BE CHANGED. Grade changes are left solely to the discretion of the course instructor.

F. CLASS INFORMATION:

As soon as a definite class schedule has been established for a semester, the Hotline operator will receive a typed copy of that schedule so he/she can accurately answer questions regarding upcoming alternative delivery courses. Until a class schedule, has been distributed, the Hotline operator should tell the caller that a schedule has not been definitely established and ask if the caller would like to be

placed on a mailing list to insure that he/she will receive a flyer as soon as the next semester's schedule is established. (See Item L of Section VI for details regarding the AES Course Operations Mailing List.)

G. COMPLAINTS:

All complaints, regardless of their nature, should be recorded on a Hotline Log Card and forwarded immediately to the Director of Instructional Technology and Design.

H. EXAMINATIONS/MAIL-IN:

1. Content: If a student wants to know what material will be covered in a specific examination, he/she should be referred directly to the course instructor. THE HOTLINE OPERATOR SHOULD NEVER ATTEMPT TO INTERPRET THE INSTRUCTOR'S DIRECTIONS OR INTENTIONS FOR A STUDENT.

2. Due Dates: All examination due dates should be listed in the broadcast schedule included in the orientation letter. All assignments should be postmarked no later than the given due date. Students who request extensions on due dates should be referred directly to the course instructor.

   If Course Operations is responsible for the lateness of the student's exam (i.e., the student didn't receive the exam in the mail or the exam the student received was incomplete), the call should be referred to a staff member who will handle the extension request.

3. Grades: All examination grades will be mailed to the student as quickly as possible after the exams have been graded and the grades recorded by the instructor. No grades are to be given over the phone. If a student calls questioning his/her grade or a specific exam question, the student should speak directly to the course instructor.

4. Mailing Dates: All mail-in exams will be mailed directly to students from Course Operations. Exams will be mailed to students approximately 10 days prior to the due date for the exam.

5. Mailing Difficulties: If a student phones to state that he/she did not receive a mail-in exam, the Hotline operator should make sure that the student's correct address is recorded in the Student File. If the address is incorrect, a change-of-address form (see Item D of Section VI in this manual) should be completed and forwarded to a staff member who will see that the address is corrected and that the student receives his/her exam.

   If the address in the Student File is correct, and the Hotline operator has followed all of the suggestions listed in Item A, Section VI of this manual, the Hotline Log Card should be forwarded to a staff member who will try to determine a solution to the problem and who will see that the student receives his/her exam.

   THE STUDENT SHOULD ALWAYS BE ASSURED THAT HE/SHE WILL RECEIVE AN EXAMINATION AS SOON AS POSSIBLE.

   If a student misplaces an exam, his/her address and the specific exam needed should be noted on the Hotline Log Card and the Log Card forwarded to a staff member who will see that the student receives a second exam.

6. Mailing Regulations:

   a. Answer sheets must not be folded. Course Operations provides self-addressed envelopes with all mail-in exams to insure that students will not have to fold their answer sheets. If answer sheets are folded, Course Operations will not

be held responsible for errors made by the computer when the answer sheets are processed.

b. Course Operations will not accept any mail with postage due. Students should have their answer sheets and envelopes weighed at the post office if they are unsure about the amount of postage required. If a student does have his/her answer sheet returned for insufficient postage, he/she should remail the answer sheet WITH THE ORIGINAL ENVELOPE INCLUDED so that the postmark date on the original envelope can be recorded.

c. Students should not return their test booklets with their answer sheets unless specifically told to do so in the exam instructions.

d. Answer sheets may be hand delivered directly to Course Operations during regular office hours, but answer sheets will be dated with the date they are received. Students should be warned not to leave their exams with Student Services, the Mail Room or any other Rio Salado Community College office. They should also be told not to slip their answer sheets under the office door.

e. Students who are employees of the district may use the intercampus mail for submitting their answer sheets, but they should be told in advance that their answer sheets will be dated as of the day they are received since it is impossible to know when they were mailed.

7. Missing Page/Answer Sheets/Envelopes: If a student calls to report that a part of his/her exam is missing or blank, the Hotline operator should complete a Hotline Log Card and forward it to a staff member who will make sure the needed material is mailed to the student.

I. EXAMINATIONS/ON-SITE:

1. Content: If a student wants to know what material a specific examination will cover, he/she should be referred directly to the course instructor.

2. Dates of Examinations: The orientation letter or the most recent course newsletter will contain exact exam dates. Dates of examinations should be listed in the body of the orientation letter as well as in the broadcast schedule.

3. Examination Rules:

   a. All students must present some form of identification, preferably a picture I.D., before they will be allowed to take an on-site examination. THERE ARE NO EXCEPTIONS TO THIS RULE.

   b. No textbooks or notes will be allowed in the test site unless the orientation letter or examination notice specifically states that the test is an open-book test.

   c. Husbands and wives enrolled in the same course should take their examinations at the same time if possible.

   d. Homebound students may make arrangements to take a test at a time and place other than the specified exam time. Student's requesting alternative testing arrangements should be immediately referred to a staff member.

4. Grades: All examination grades will be mailed to the student as quickly as possible after the answer sheets have been processed and the grades have been recorded by the instructor. No grades are to be given over the phone. If a student calls questioning his/her grade or a specific exam question, he/she should speak directly to the course instructor. THE HOT-LINE OPERATOR SHOULD NOT INDICATE IN ANY WAY

THAT THE STUDENT'S EXAM GRADE MAY BE CHANGED.

5. Locations of Examinations: The orientation letter or the most recent course newsletter will contain examination locations. All exam locations should be listed in the body of the orientation letter as well as in the broadcast schedule.

6. Make-Up Examinations: STUDENTS WHO ARE UNABLE TO TAKE AN EXAMINATION DURING THE SCHEDULED TIMES MUST NOTIFY COURSE OPERATIONS PRIOR TO THE EXAM DATE. Specifically, we request that students notify us prior to 5:00 p.m. on the Friday afternoon immediately preceding an on-site exam. Students who become ill at the last minute must phone the Student Hotline Answering Service prior to 8:00 a.m. on the Monday immediately following an on-site exam if they wish to take a make-up examination.

   If a student calls to say he/she will not be able to take an on-site exam as scheduled, the first step is to determine why. Boer hunting, vacations and "I don't feel like it" are not adequate reasons for scheduling make-up exams. If there is any question regarding the legitimacy of the student's reason, the call should be transferred to a staff member.

   If a student has a legitimate reason, he/she must make a definite appointment to take the make-up exam. As a rule, all make-up exams will be given at the Rio Salado Administrative Offices on the Wednesday following a Friday night or Saturday morning exam. When making the student's appointment, the Hotline operator should be sure to take the student's full name, social security number, course number and the section number as well as the time of the appointment.

As a rule, NO MAKE-UP EXAMINATIONS ARE GIVEN IMMEDIATELY FOLLOWING THE FINAL EXAMINATION. Students who cannot take the final exam as scheduled will receive an "incomplete" grade in the course and can take a make-up exam only after final course grades have been submitted to the Registration Office.

Exams are not given early. Therefore, a student who knows in advance that he/she will be out of town or unavailable on a testing date cannot take the exam in advance. He/she must make an appointment to take the exam after the scheduled examination date.

7. Missed Examinations: As mentioned in Item I #6, Section VI of this manual, ONLY STUDENTS WHO NOTIFY COURSE OPERATIONS PRIOR TO AN EXAMINATION DATE WILL BE ALLOWED TO TAKE MAKE-UP EXAMINATIONS. Therefore, if a student should call for a make-up exam after an examination has already been given, he/she must speak with the Director of Instructional Technology and Design prior to being given an appointment.

8. Times of Examinations: The orientation letter or the most recent course newsletter should contain examination times. Examination times should be listed in the body of the orientation letter as well as in the broadcast schedule. Each examination period lasts several hours so that students can come at any time during the established times. The only stipulation made is that students must complete their exams by the end of the examination period.

J. INSTRUCTOR MESSAGES:

All messages for instructors should be forwarded as soon as possible after they are received by the Hotline Operator. Section V of this manual contains specific information on the disposition of messages.

K. ORIENTATION MEETINGS:

Orientation meetings may be held before the semester begins. If an orientation meeting is to be given in a specific course, information regarding the orientation meeting, such as times, places, etc. will be found in the course orientation letter.

L. COURSE OPERATIONS MAILING LIST:

Course Operations maintains a mailing list composed primarily of students who have been enrolled in alternative delivery courses for the preceding four semesters. If a person wishes to have his/her name placed on the mailing list, the Hotline operator should complete a change-of-address form, noting at the top of the form that this information is for the mailing list. This form should be forwarded to a staff member who will see that the name and address are added to the mailing list.

M. TEXTBOOK INFORMATION:

The textbooks required for each alternative delivery course will be listed in the orientation letter for that course. All textbooks are available through the five campus bookstores and by mail through Course Operations.

If a student phones to report that a bookstore is out of the specific textbook(s) needed for a course, the student's name, phone number, the specific title of the text, and the bookstore location should be noted on the Hotline Log Card. A staff member will notify district acquisitions to either transfer books from one of the other bookstores or to order more books. The student will then be phoned and told where he/she can purchase the required text(s).

N. VETERANS:

Many veterans enroll every semester in alternative delivery courses. Therefore, we are often asked to verify enrollment for the Office of Veteran's Affairs. Course Operations cannot officially verify that a student is enrolled in an alternative delivery course; only the Registration Office can do that.

O. WITHDRAWALS:

1. Student-Initiated Withdrawals: Students may withdraw from any class until the tenth week of the semester. To officially withdraw, a student must fill out a withdrawal form, obtained by calling the Registration Office at Rio Salado, or write a formal letter of withdrawal and submit it to the Registration Office. A telephone call to Course Operations is not sufficient for a formal withdrawal.

2. Instructor-Initiated Withdrawals: Any student who does not participate in a course by submitting assignments prior to the 45th calendar day of the semester will automatically be withdrawn from the course. Specific requirements for each course can be found in the orientation letters. If a student phones to find out why he/she was withdrawn or to ask for reinstatement, he/she must talk directly with the Director of Instructional Technology and Design.

3. Reinstatement: In certain instances, students who have been withdrawn from a class may be reinstated. These instances are rare, however, so A STUDENT SHOULD NOT BE PROMISED THAT HE/SHE CAN BE REINSTATED. All reinstatement requests must be handled by the Director of Instructional Technology and Design.

VII. SAMPLE QUESTIONS/PROBLEMS RECEIVED BY THE STUDENT HOTLINE

A. I've moved and need to put through a change-of-address. How do I do that? (page 10)

B. I can't take the test when it's scheduled. How do I arrange for a make-up exam? (page 16)

C. What is the correct answer to question #3 on the second test? (page 12 or page 15)

D. What was my grade on assignment #22? (page 8)

E. What will the second English test cover? (page 12 or page 15)

F. The exam I received in the mail yesterday didn't have an answer sheet in it. What do I do now? (page 14)

G. I've lost my second mail-in exam. How do I get another one? (page 13)

H. Can I fold my answer sheet since I don't have an envelope big enough to mail it in? (pages 6-7)

I. Should I return the questions to my mail-in exam with my answer sheet? (page 14)

J. I don't think my grade is right on the second test. How can I get it changed? (page 12 or page 15)

K. I can't turn in my assignment (or test) on time. Who do I talk to about getting an extension? Will they count off if it's late? (page 4 or page 12)

L. I didn't receive my test reminder and I missed the exam. What do I do now? (page 17)

M. Can I deliver my assignment (or test) in person? (page 9 or page 14)

N. My assignment (or test) was returned to me because I had it improperly addressed. What do I do now? (page 8)

O. Why was I withdrawn from my class? (page 19)

P. How do I withdraw from a class in which I'm enrolled? (page 19)

Q. I need a change-of-grade in a course I took last semester. Whom should I talk to? (page 11)

R. What classes will you be offering next semester? (page 11)

S. When do classes begin? (page 11)

T. I haven't received any mail from you since I enrolled. Can I check to see if I'm enrolled in the course and if you have my correct address? (page 6)

U. When is my second assignment due? (page 7)

V. How much postage should I put on my research paper to be sure it's not returned for insufficient postage? (page 8)

W. How is the teacher going to grade our second assignment? (page 8)

X. I haven't received any of my assignments back. Why not? (page 9)

Y. Where do I buy my textbooks and how much will they cost? (page 18)

Z. The second English tape didn't air like it was supposed to. Why not? (page 10)

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